



TELUS Business Solutions | Managed Infrastructure
Business. Backed by TELUS.

managed infrastructure

we manage your IT, you manage your business

all about focus

It's a certainty that your company must operate as efficiently as possible to remain competitive. Efficiency comes with focus – the ability to concentrate on your core business and strategic interests, without getting bogged down in everyday tasks.

How can your key people remain focused on the big picture, when they have to divert time to daily system maintenance? TELUS Managed Infrastructure solutions provide the flexibility to offload some or all of your IT infrastructure management – from specific desktop services through to fully out-tasked customized solutions. TELUS solutions will help your business achieve reduced total cost of ownership, predictable monthly costs, and enhanced service assurance through:

- Ensuring the reliability and effectiveness of your telecommunications and data infrastructure
- Minimizing the effects of staff turnover or loss on IT
- Stabilizing network costs
- Outsourcing non-core functions and focusing on key business strategies
- De-risking the IT environment to minimize business impacts of security threats

key business needs

TELUS business solutions

ensure the reliability and effectiveness of your network infrastructure

- Integrated Network Management

enhance the management of your IT environment

- Managed Server

improve the efficiency and effectiveness of data storage

- Managed Storage

provide a single point of contact for technical support

- Service Desk

expand management of your desktop environment

- Managed Desktop

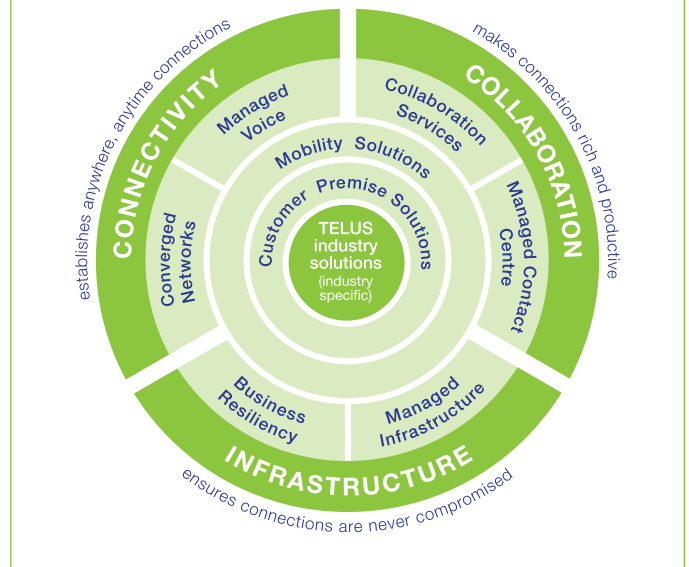
gain a high-performance environment for Web commerce

- Hosting

improve the production and distribution of documents

- Document Services

TELUS Strategic Solution Sets



meet the challenge of e.business

Skilled technical staff is vital to running the costly and complex technology infrastructure that supports your e.business. In today's market, these people are hard to find. There is an alternative – outsourcing can ensure top-notch support for your mission-critical e.business applications.

TELUS' integrated service model covers all e.business, information technology and telecommunications needs. Consider the benefits:

Make obsolescence obsolete. With an out-tasked enterprise solution, TELUS assumes the risk of obsolete technology. Access to the latest technology gives you the flexibility to meet the changing needs of your business and expectations of your customers.

Gain expertise, processes and tools. Our staff has a wealth of knowledge, specialized processes, procedures and tools that can be used to your benefit, and transferred to your staff. You will find that internal employee satisfaction and retention is high.

Gain predictable costs. Outsourcing keeps information technology off your balance sheet – transforming it into a predictable and cost-effective clearly defined monthly expense. Services or service components can be easily increased or decreased, as required.

managed infrastructure

TELUS Managed Infrastructure solutions deliver reliable and effective monitoring, management, and maintenance for all aspects of your network and IT infrastructure. We can optimize your infrastructure and free your IT staff to focus on core business functions.

ensure the reliability and effectiveness of your network infrastructure

Your business needs a world-class network to run smoothly. TELUS can assure the reliability and effectiveness of your network infrastructure.

Unlike network management solutions from other providers, the TELUS team becomes an extension of your LAN operations. We work with and train your network staff, using a comprehensive toolset to ensure constant network availability and resolve any business or technical issues. We will meet your top priorities in maintaining your telecommunications and data infrastructure:

Gain a customized network management solution. TELUS Integrated Network Management implementation is customized to meet your needs. You have the flexibility to determine the precise mix of service levels that works for your business.

More flexibility. Having continuous access to the latest technology positions you to respond more flexibly and rapidly to business changes such as acquisitions, new applications, and expansions to new geographic areas.

Guaranteed service levels. We work with you to develop and implement specific, measurable service levels that are tailored to your needs and that allow you to monitor network performance in detail. We then assume full responsibility for delivering these services effectively; in fact, we guarantee them.

improve the management of your IT environment

Aligning your information technology with your business goals maximizes the business value of your IT. TELUS Managed Server leverages our extensive IT capabilities, combining the strength and reach of a large, national entity with the nimble, flexible and entrepreneurial qualities of a small company. Your business gains a partner who has financial stability, geographic coverage, and experience in managing IT environments throughout Canada. TELUS Managed Server provides guaranteed, flexible performance levels structured to align with your business objectives. The solution builds a competitive advantage by helping your organization:

Increase the efficiency and effectiveness of your IT infrastructure. TELUS Managed Server improves service levels and delivers a lower total cost of ownership and higher return on investment. You gain access to emerging technologies that improve business performance by utilizing the skills of TELUS' national 1,000+ person technology team. You leverage our partnerships with leading IT companies to develop comprehensive solutions using best-of-breed technologies in a vendor-neutral environment.

Reduce overall IT costs and improve return on investment. By taking advantage of TELUS' economies of scale, purchasing power and best practices, you can reduce the cost to implement and maintain IT infrastructure by 10-50%. Capital costs are eliminated through integrated pricing that includes hardware, software and management. TELUS uses best-in-class project management tools and methodologies to minimize the cost and risk associated with transitioning to an out-tasked environment.

Control costs and reduce the risk of technology implementations. Flexibility extends to the pricing of our solution, which can include various mixes of capital and ongoing, monthly expenses. In all cases, your solution delivers predictable and stable network costs, while reducing the risk of technology implementation.

improve the efficiency and effectiveness of data storage

You see the value in improving the effectiveness of your data storage. But it's not easy – it requires changes in the way storage is provisioned, managed and utilized. TELUS Managed Storage represents this new approach – a comprehensive range of storage-centric solutions delivered via a shared, utility format.

TELUS Managed Storage uses state-of-the-art storage area network (SAN) technology to deliver compelling advantages: storage consolidation, centralized management, improved data access, flexibility for growth, and security. Switch port binding, zoning and restricted management access are among the best-practice security policies used to properly separate storage customers. Our solutions will help you gain real business value:

Align IT with business goals. Removing non-core functions allows you to focus on your core business. TELUS Managed Storage provides guaranteed, flexible performance levels structured to align with your business objectives.

Reduce capital requirements and improve return on investment. Our utility-based pricing model allows you to pay a set rate for all solution components. As your requirements grow, our simple linear pricing model allows for easy forecasting and business planning.

provide a single point of contact for technical support

You recognize that providing a help desk for hardware and software support is not a core competency of your business. You also know that in order to get the most value from outsourcing, the partner relationship must be structured to meet your specific business goals. Businesses across the country have chosen to partner with TELUS – transforming their help desks into IT service desks that enhance workflow, improve service support systems, and achieve a higher level of customer satisfaction. We manage problems and take service requests 24x7.

Unlike our competitors, TELUS focuses on managing the entire customer experience – providing a single point of contact for all IT and voice requirements. We help you tackle head-on your critical business challenges:

Improve the overall user experience. TELUS Service Desk helps create a more productive work environment by ensuring that issues are communicated and escalated clearly and quickly. We take full ownership of all interactions from the initial call to the final sign-off. Requests or calls are not closed until you are satisfied. Metrics we measure and report on for our service levels include:

- Average speed of answer
- Percentage of calls resolved at first/second level
- Time to resolutions
- Average response to callback
- Customer satisfaction
- Abandon rate

TELUS outsourcing will help you attain quality, availability and scalability. We have the skills and expertise to bring it all together – handling all aspects of hardware and software, connectivity and bandwidth, security and personnel. Your enterprise will achieve competitive advantage by reducing costs and improving operating performance.

managed infrastructure

improve the management of your desktop environment

Studies report that a well-managed desktop environment provides over 20% total cost of ownership savings than average desktop management. TELUS has had more than a decade of experience managing desktop environments throughout Canada; we can give you that superior management. TELUS delivers a full suite of services by providing consistent process execution using the latest tools, and effectively integrating with your existing processes. You have the flexibility to choose the Managed Desktop components that make sense for your business: procurement, financing, imaging, installation, disposal, maintenance, asset inventory, patch management and software distribution. Our proactive, integrated approach to desktop management helps meet these critical objectives:

Control costs. Costs are predictable under our monthly subscription model. Predictable cash outflow simplifies your budgeting and approval processes.

Boost productivity. Desktop/notebook user productivity will be maximized, which will optimize the use of the people in your organization.

De-risk your IT environment. Minimize the impacts of security threats. This solution can also help you comply with emerging regulations (e.g. Sarbanes-Oxley) and standards.

gain a high-performance environment for Web commerce

Your employees, customers, partners and suppliers need round-the-clock access to information. To deliver this, your servers, applications and Web sites must provide no-fail security, full availability and flawless performance.

TELUS Hosting solutions provide high-availability applications and systems, as well as help organizations comply with regulatory requirements security and privacy of information. We provide a complete suite of services including application development and sustainment, IT infrastructure design and deployment, privacy and security services, and voice, network and wireless connectivity. Our proven IT and management framework will meet your business needs:

Reduce IT costs and upgrade network infrastructure. TELUS Hosting allows you to take advantage of economies of scale through shared data centres. You shift the expense of maintaining and upgrading data centre and IT infrastructure components to TELUS.

Focus attention on key business strategies. TELUS Hosting allows you to re-focus your IT staff to support revenue-generating initiatives, rather than monitoring and managing servers and networks. We guarantee maximum uptime – our 99.9% SLA includes operating system, hardware, power availability and network availability.

Reduce risk. Our high-availability data centres eliminate any single point of failure with multiple layers in power, HVAC and fire suppression – all monitored 7x24x365 with on-site and off-site capabilities. Our secure network architecture ensures maximum protection while delivering optimal performance – redundant, multi-vendor firewall protection with separate Internet, backup and monitoring network segments.

improve the production and distribution of documents

In today's market, it doesn't make sense for your business to maintain expensive printing equipment and mailing systems. TELUS has been delivering document production outsourcing services for more than a decade. Our Document Services centre is Western Canada's largest and best-equipped laser printing and mailing service facility. TELUS earned the Quality Council of B.C.'s Gold Award – the highest award granted for service excellence in B.C.

TELUS Document Services produce professional-looking, high-quality documents for clients in numerous industry sectors. We can enhance your ability to achieve your business objectives:

Focus attention on core business activities. With TELUS Document Services, you can leverage TELUS' extensive capabilities to strategically out-task some or all of your document production and distribution.

Reduce overall costs. TELUS Document Services provides affordable access to the latest printing and mailing technology. Your business will be able to cost-effectively create professional-looking documents.

Enhance service levels to customers. Our experienced staff, on-site maintenance crew, reliable systems and round-the-clock service ensure that your documents are processed with accuracy and speed. TELUS combines technical expertise with a proven commitment to quality and an in-depth understanding of your business.